



Middlesex
University
Dubai

THE RESIDENCES

Middlesex University Dubai | Student Accommodation



THE RESIDENCES MANUAL



STUDENT **LIVING** WITH A **DIFFERENCE**

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I. Introduction

Welcome to The Residences, your accommodation at Middlesex University Dubai. In this manual, we would like to introduce you to the high-end students' accommodation, facilities offered, and a lot more.

The Residences is a brand new compound, composed of 20 semi-detached villas, with premium finishes and style. Located in the heart of Dubai, in Al Barsha 1, only 10 minutes' walk from Sharaf DG Metro Station and 20 minutes' walk from the Vibrant Mall of The Emirates.

At The Residences, you will enjoy tranquility, spacious accommodation, state of the art gym, swimming pool, basketball, volley ball, badminton court. All the villas are fully furnished to a high standard, with internet connection in all bedrooms and Wi-Fi in common areas. Each villa has a fully equipped kitchen and laundry.

The Residences offer segregated living for males and females each having their own common area in each villa with a variety of room types.

Should you require further information, or would like to enquire in general, please contact our Accommodation Manager: Mr Djamel Abdellaoui on d.abdellaoui@mdx.ac.ae or +971 (0)56 808 5534

I.II. Before you get in

Students at Middlesex University Dubai are eligible to book a room at the students' accommodation, once a seat has been secured and tuition fees payment has been made.

a. Booking: Upon checking availability, students will need to pay a booking deposit of AED 5,000 which includes AED 1,000 as refundable security deposit after check out in order to secure a room. Full term payment will need to be made prior to moving in.

b. Payment: Students have the option to pay at Finance office or pay online through the following link: <http://www.mdx.ac.ae/life-at-university/accommodation/book-your-accommodation> then click on Payment online.

c. Fees procedures:

- The Accommodation fees are charged based on academic term dates. Therefore, students who wish to stay during the holidays may do so upon payment of rent during break times.
- Rent is charged on a full term basis; therefore students joining late there will not be a pro-rata basis. Students will have to pay full term rent.
- If students may wish to cancel their accommodation during a term, no refund will be possible unless the program has been cancelled by the University.
- Students who wish to renew their accommodation for the second term will need to pay the fees prior to the start of the term in order to secure a room.
- Students not renewing their stay at The Residences, will need to sign the non-renewal form accordingly which will be sent to all students in due course.
- Should student not renew their stay at The Residences after the academic year and left their personal belongings at the Residences,

they will be charged 50% of the total term fees.

d. What we provide:

A bed, mattress, bedding package.
Cutlery (for a 30 days period after arrival)
Bottled drinking water
All properties are fully furnished
TV in common areas
Wi-Fi in common areas
Cable internet in rooms
White goods
Cleaning services
Security services
Recreational facilities
Gym.

e. Medical:

It is Important to know that healthcare system in the UAE is very developed and modern. There are private and public hospitals across Dubai. The healthcare system is payable by patients and can be very expensive, this is the reason why it is essential to have a healthcare cover. All students under MDX sponsorship must apply for a medical insurance card which has a network of medical facilities covered under this scheme. Please check the network covered so that you will know where to go if you ever have to. For life threatening emergencies, it is recommended that you call an ambulance (dial 999) or ask the security for assistance.

III. Moving in and While living in

1. Move in:

It is recommended that students need to inform The Residences Management prior to their arrival so that all necessary arrangements for the room will be in place. Students will only be allowed to check-in into their rooms once full term payment is made. It is our aim to make students feel as much comfortable as possible. In order to complete the move in process, students will be invited to the Management office at The Residences to complete the check-in process once they have accessed their room and identified what is available. During the check in process, students will be required to sign the check list of items received and will be introduced to the Residences policies and procedures.

2. Accommodation Policy:

All residents must adhere to the community rules in order to ensure the safety and well-being of everyone. While we do our utmost aim to create a safe and a pleasant environment for everyone, it is necessary for everyone's cooperation to achieve this aim.

These procedures, rules and regulations are meant to protect everyone's wellbeing and safety but not limiting the privacy or freedom of any students.

3. Alcohol & illegal drugs:

Possession or consumption of alcohol /or illegal drugs is not permitted anywhere at the Residences or the University. Any student possessing or consuming alcohol or illegal drugs will be evicted immediately and the matter will be handed over to competent authorities; police, law enforcement, public prosecution. You must know that possessing alcohol or illegal drugs is not permitted in the UAE.

4. Health & Safety:

4.1 Smoking:
Smoking (including Shisha- as well as possessing one- or any other type of tobacco) inside the villas can have serious health implications as well as it compromises the safety of others, considering it, as a potential fire hazard. Therefore, smoking (excluding Shisha) will only be allowed in designated areas.



Any students smoking inside the villas will be referred to the management for disciplinary actions which can result in immediate eviction.

4.2 Food, Cooking, Dining area:

- Cooking in residence hall rooms is prohibited and should take place only in the main kitchen.
- Make sure that waste is taken to the dumpster to prevent insects from finding their way into your room.
- Unattended cooking is not allowed, any unattended cooking to be found will be immediately taken off the cooker.
- Private use of BBQs, hotplates, hot coils, electric ovens, microwaves, rice cookers, candles and fireworks is not permitted within the rooms; the use of broken, frayed or cracked electrical cords are not permitted.
- Flammable materials should not be kept in the rooms.
- Never use any metal, steel, aluminum objects or utensils inside microwaves provided in the common kitchen; this includes aluminum foil wrap and food containers, as it is a serious

fire hazard.

- To limit the likelihood of insects becoming a problem you should not store perishable food items in open containers. Any food item must be stored appropriately.
- After each food preparation, all items must be cleared and cleaned up.
- Each area is subject to regular inspections by The Residences Management as well as the University's Health & Safety Board. Any violations of food preparation and clean-up expectations can result in the indefinite closure of kitchens.
- All students are required to respect the privacy of others; therefore, "Quiet timing" is imposed in all villas after 23:00 p.m. and at all times during exams. Any activities that can generate a considerable amount of noise are strictly not allowed.
- Any violations of above rules will cost the student AED 100. Serious violations will be referred to the disciplinary committee.

4.3 Fire Safety:

Fire Safety is an important step and

responsibility to be taken into consideration by all tenants and management of The Residences. In this document, you will find some useful tips on how to keep the premises and yourself safe.

Fire can develop very quickly. The reason why there are some important precautions that has to be in place as well as steps to be followed. If a fire is discovered, you must take the following actions:

- Make your way out to the assembly point as quickly as possible and as safely as possible.
 - Follow the green signs to the nearest and safest exit to the fresh air.
 - Alert the people around you and security personnel as quickly as you can simply shouting "Fire! Fire!"
 - DO NOT try to put out the fire by yourself using a fire extinguisher unless IT IS SAFE TO DO SO.
 - Do have someone with you if you intend to put out the fire only if it is possible and safe to do so.
 - Remember, your primary action is to evacuate the property, alert people around you and inform security personnel immediately. Using a Fire extinguisher or other means of fighting a fire can cause serious injury, therefore, if you do not have sufficient knowledge on how to use them, please DON'T. Simply by evacuating, alerting people around you, and informing security is more than enough of what is required from you when a fire is discovered.
- Your next step is preventing a fire. You will need to know what can cause a fire. In a residential accommodation, causes of a fire can be multiple, here is a list of items or actions that can cause a fire but not limited to; smoking tobacco including shisha, overloading power sockets, unattended cooking, short circuit, flammable materials not stored

properly or left unattended near to a fire source, any naked flames, candles, electrical equipment (that come from unauthorized dealer) or damaged.

You must:

- Not forget to put out your cigarette properly.
- Not forget a frying pan or any other cooking device on a cooker on.
- Not try to put out a frying pan using water; you must use a fire extinguisher if it is safe to do so.
- If you don't know how to put it out with a fire extinguisher and you are unable to cut out the fuel (electricity) you must alert the occupants, leave premises, and inform security personnel as soon as you can.
- Not overload a power socket which can heat up the sockets and the plugs that will start a fire within few seconds. If you are unable to put out the fire using a powder /or Co2 fire extinguisher, leave the property, alert the occupants and security personnel.
- Close doors behind you, especially where the fire is discovered.

4.4 General Safety rules:

- Students should maintain a clear and unobstructed access to doors from both inside and outside at all times. If you prefer to lock the room using your key from the inside, ensure removing the key from the lock
- Students are advised to report any type of sickness which they have developed whilst residing in The Residences, or when being away on leave immediately to the Residences Management. The Management can then take all the appropriate precautions, and provide any support needed to help the sick student to quickly recover, and to prevent exposing other students to the risk of illness. All information declared by students regarding



their health conditions will be treated with strict confidentiality.

- In case of emergency whilst on premises, report it directly to the Security Team Leader and any member of the security team of which are located in the Security Cabins in Villa 8 (male section) Villa 20 (female section) If an event arises whilst being out of The Residences you will need to call the Residences Manager and inform him of any situation you could be facing.
- Students are required to be considerate with what they classify as being an emergency, especially after 23:00 hrs.
- Any object likely to be considered a threat to the safety of the residents must not be brought into The Residences.
- Students are encouraged to report any safety concerns or suspicious behavior immediately to a member of The Residences team or to Security.
- Students are not advised to keep large amounts of money, valuables, jewelry etc. in their possession as The Residences will take no liability in the case of loss or theft.
- Students are advised to always lock their doors when they are out of their rooms and to take their key and ID with them, and not to leave valuables unattended.
- Students should report any lost belongings immediately at the time of occurrence or as soon as it is discovered to The Management or to the Security Team by completing an "Incident Report Form" stating the type of incident, time of occurrence and any useful information that would help in the investigation to be held.
- The Incident Report Form can be collected from the Security Offices.
- In the case of fire or any other hazards, report the problem immediately to the security personnel, never try to fix a problem

yourself. Never tamper with smoke detectors, fire extinguishers or alarms.

- Pets are not allowed in The Residences at any time

5. Renewal:

Students living at The Residences will receive the renewal notice and will have to inform the management about their intention to renew their stay for the next academic year in due course as there is a high demand on students' accommodation and the beds availability is limited.

Students tenure at The Residences is considered on academic year basis, therefore fees will not be refunded if students wish to leave in the middle of the term and are expected to pay rent for the full academic year.

6. Non-Payment:

Students are expected to make full payment in order to enjoy all the facilities at The Residences as well as the University. Students who fail to make full payment will receive final notice after two weeks of missing the deadline which will result in further actions that can lead to immediate eviction.

7. Accommodation fees refund policy:

Refund policies for Residence Fees paid	100% of fees paid if students submit a formal withdrawal request within the first two days of their stay. Deposit amount is non-refundable.
	70% of fees paid if students submit a formal withdrawal request within the first week of their stay. Deposit amount is non-refundable.
	No refunds will be offered if students withdrawal after the first week of their stay. Deposit amount is non-refundable.
	For existing (returning) students in the Residences, no refund is possible after check-in. The deposit of AED 5,000 to confirm renewal, is non-refundable.
	No refunds will be offered if students have to withdraw due to disciplinary reasons or academic expulsion.

8. Curfew:

- Middlesex University Dubai students staying at the Residences must report back to the dorms by 23:30 p.m. during weekdays and 0:30 during weekends and public holidays. Postgraduate students have one hour extra.
- Students who may stay after these times must complete and sign a curfew extension form before leaving the dorms indicating emergency contact details and estimated time of returning. This form must be filled regardless if parents have sent a curfew extension permit previously.
- Students must be over 18 years old at time of completing and signing the form.
- Students below 18 years old must provide a written consent from their legal guardian with valid ID.
- Students will be referred to Disciplinary Committee in the following cases:
- Students who fail to complete the form on a regular basis.

- Students who misuse the form.
- Students causing disturbance in or around the dorms when returning to the dorms after curfew.

Please note students referred to Disciplinary Committee as a result of disturbance or curfew policy not being followed, may face in a less serious issue, curfew extension will no longer be accepted by the Management, or in a more serious issue, students may face immediate expulsion.

9. Privacy

The University respects students' right to privacy; however, a university official may enter a student room without permission under the following circumstances:

- During an emergency (e.g. fire alarm)
- To check on the well-being of a resident
- To inspect, maintain and renovate rooms
- To address a nuisance to the community

Note: Failing to respond to a reasonable request by a university official (such as being asked to open your door) will result in a conduct referral.

10. Visitors Policy

Students will be allowed maximum of 2 guests from the same gender in the common areas only, provided other residents have no objection. While inside the villa, guests will be under the responsibility of the student. It is important to note that guests will not be allowed to stay overnight in The Residences, therefore, they will need to leave the premises by 22:00.

Please note also that during exams and holiday periods, guests will not be allowed in The Residences.

All guests allowed in The Residences will need to log their details at security guard house.

11. Maintenance:

Students can raise a maintenance complaint to report any defect, breakages, or damages, through the Maintenance Work Order. This will need to be sent to Theresidences@mdx.ac.ae you will receive an acknowledgment receipt of your email. The management will email the student when the maintenance team will be

expected to carry out the repairs. Students are expected to cooperate with the management in order to ensure smooth operations and carry out repairs without unnecessary delays. This will ensure all repairs are dealt with promptly and efficiently. If you are unhappy about any service, please send your feedback to the Accommodation Manager.

12. Transport:

Transport is provided from/to The Residences to the campus throughout the day. Please check the timings on the website or with security.

13. Use of recreational Facilities:

Students are highly encouraged to use the recreational facilities and make the most of it. There is a gym coach who will be able to assist you during your sessions. There is a program session at the Gym that can take you through different activities. Please visit the gym in order to obtain a copy of the program as it changes from one month to another.

Please also note the opening timings as allocated on each facility are subject to schedule

14. Violation of rules:

As indicated above, these rules are not designed to limit your activities or put any restrictions on your daily life. However, they are designed to protect you, your privacy, and entitlements. As you will expect not to be disturbed by others behavior, you are expected to adhere to the rules so that others don't get disturbed too.

Each violation will have point based system. For minor offenses, it is 1 point, for major offenses it is 4 points which can result in immediate eviction.

Examples of different categories of violations:

- Missed cerfew timing within 30 minutes after closure, it is 1 point. If 4 points are collected, student may face immediate eviction.
- Smoking inside the villa is 4 points, therefore student may face immediate eviction.

There is also a fine system in place for students not adhering to community rules. These fines are set as follows: (Please note that these fines must be paid at finance office immediately)

Type of offense	Amount in AED
Smoking out of designated area	AED 500 (plus referral to disciplinary committee)
Possession of Shisha	AED 500 (plus referral to disciplinary committee)
Possession of Alcohol /or consumption	AED 1,000 (plus referral to disciplinary committee for immediate eviction)
Breakages /damages	AED 100 admin charge in addition to the cost of the item damaged
Keeping low hygiene standards which includes and not limited to cooking items not being washed and stored properly, disposing of food packages, personal items untidy in rooms, food not being disposed off appropriately	AED 100 for each offense

Any major incidents will be referred to the disciplinary committee for final decision.



15. Personal Property and Responsibility for Loss/Theft/Damage

Any belongings that are not university furnished or that you bring from home are considered your personal property. Please note that Middlesex University neither insures nor is responsible for loss, theft or damage to the personal property belonging to students, faculty or staff. This includes damage caused by facility malfunctions such as a water leak. Students are strongly encouraged to purchase renters insurance or check with your family's home owner's policy regarding coverage off premises

16. Students Activities at the Residences

Middlesex University's very own gym is now open to all students, faculty and staff. The Gym offers facilities from weight training equipment to swimming pool, basketball, volleyball and badminton court. Our trusted and well experienced, Coach Sasa, awaits you at the Gym.

Who can use the gym?

The gym is accessible to all Middlesex University Dubai students as per schedule

What facilities are on offer?

There are a variety of facilities that the gym offers, such as; cardio and core, circuit training, TRX and functional workout, treadmill and cycling, barbells & dumbbells (freeweights), skipping rope & boxing bag and there is also a swimming pool for the student to access.

Is there a supervised session?

Supervised sessions are conducted on all week days. These sessions are conducted in a group

or as individual supervised training session. The program for these sessions can be seen in the monthly schedule, which will updated online every month.

Who is Coach Sasa?

Coach Sasa is an experienced personal trainer with specialization in strength and conditioning training. He is an expert in coaching group exercises and is also an athletic and martial arts instructor.

What are the rules of the Gym, the Pool and for the Multipurpose Court?

- Use of this facility is strictly and entirely under the risk of its users. Management and/or owners will not be held accountable for any incidents or personal inconveniences resulting from the use of the Gym

- Damaged Gym equipment must NOT BE USED and must be reported to Management immediately.

- Users must observe and comply with a socially responsible code of conduct in the Gym facility at all times. Always be courteous and respectful with others.

- All equipment must be returned back to their designated areas after use (no equipment to be taken out of the Gym).

- Be sure to clean equipment after use.

- Be sure to follow safety guidelines when using Gym equipment to avoid injuries.

- Consumption of food and drink is not allowed in the Gym (with the exception of

water and Re-hydration drinks).

- Be sure to switch off the lights and the Air Conditioner when leaving the Gym.

- Appropriate Gym clothing must be worn at all times when using the Gym. Only athletic clothing and footwear is permissible (Casual/designer footwear, boots or sandals are not allowed).

- Building security, Middlesex University Dubai authority or any other competent authority reserves the right to enforce any of the above rules at ALL times. Those found to be in violation of any of these rules may be removed from the Gym without prior warning.

What clothes and shoes are allowed in the Gym, the Pool and on the Multipurpose Court?

Athletic clothing and footwear (casual/designer footwear or swimming suits, boots or sandals are not allowed)

How do I know the working hours and the male and female sessions timings?

Timings and schedules are posted in villas, and on the gyms doors. Also, monthly gym schedule is posted on the website and social media.

Can I bring in a friend from outside?

No, the Gym is accessible to only Middlesex University students. How often does the fitness program change? The schedule changes every month. This schedule is posted all around the university campus and online Injuries and grievances Middlesex University Dubai will not be held accountable for any accidents or personal inconveniences resulting from the use of the Gym. A first aid kit is available at all times in the office for any emergency.

Lost and Found items

Middlesex University is not responsible for loss of personal belongings. For any found items please contact Management office immediately.



IV. Moving out

Students who wish to leave permanently The Residences will need to complete the check-out procedure. In order to do so, the management needs to receive a written notice from students at least one week before moving out. A confirmation will be sent to student and the check-out will be completed one working day prior to the student moving out. Shall there be any deductions; student will be informed on the day of the check-out.

Security Deposit refund:

Once student completes check-out procedure, the management will pass on check-out records sheet to finance department to process the refund.

This will take up to 2 working days for the student to receive the deposit.



V. FAQ

How do I apply for an accommodation?

Once you have your MISIS number, please visit the university website, students accommodation section and click on Book Your room section.

I am abroad, how can I make payment?

You can make an online payment through the following link: <http://www.mdx.ac.ac/life-at-university/accommodation/book-your-accommodation>

Or through bank transfer. Please request bank details from finance or accommodation office.

Can I change my room after submitting the form?

Provided there is availability you will be asked to adjust your payment accordingly.

Can I visit the dorms before making my decision?

All students and parents are most welcome to The Residences for a tour.

What is the next step after booking a room?

You will receive an email from the Accommodation Office to confirm your booking and make payment. Alternatively, they will suggest other accommodation alternatives.

What happened if I don't make payment within the deadline?

You can lose your booking or ultimately you will not be able to check-in if it is the beginning of the term, if it is during the second term you may face eviction from your room.

What happens if I don't like the accommodation offered to me?

Students are always most welcome to visit the property /or contact The Accommodation office for all information students may require. Therefore, cancellations will not be possible.

If I have paid and changed my mind, can I get a refund?

Please refer to refund policy.

When can I get a refund?

Please refer to refund policy.

When can I move into my accommodation?

The Residences is opened as of 15th September to 31st May for September intake, and up to 31st July for January intake.

What if my arrival is scheduled out of office hours?

You will need to let The Accommodation Office know about your arrival so that arrangements can be made for you to check in whenever you arrive to Dubai.

What do I need to bring with me from home?

Dubai is just like any other cosmopolitan city around the world, therefore most of everything required can be found here.

Are there any items that I cannot bring with me?

Being a Muslim country, therefore there are restrictions on bringing Alcohol, illegal drugs.

Can I bring my car with me?

You will need to check with the Roads and Transport Authority if your car can meet the specifications requirements so that it can be

registered in Dubai, please visit their website: www.rta.ae

What is provided in the room?

We provide a bed, Duvet with cover, bed sheets, desk, chair, fitted wardrobe, essential cutlery up to a period of one month

What is included in the rent?

All utilities, internet, transport to and from campus.

Can I have my own TV in my room?

You may do so if you will be able to arrange for a TV subscription and there is enough power sockets.

Can I live with someone from a different sex?

No. This is not in line with UAE laws.

Can I swap my room?

Provided there is availability and the swap will not have any impact on other residents, you may do so provided you will adjust your payment in case it is a different room type.

When do I need to start thinking about my accommodation for next year?

As soon as you receive your renewal notice.

Are there any worship places in the dorms?

At the moment we don't have this facility but most all religions have worship places in Dubai.

What is the smoking policy?

Strictly not allowed inside the villas, only in designated areas. Each villa will have its own designated area.

I have not followed the rules and regulations, what are the consequences?

Each matter will be discussed by the management on a case by case basis.

My girl/boyfriend is visiting me, can s/he stay along with me?

No. This will not be in line with UAE laws.

Can I use the recreational facilities out of opening times?

No as this might disturb other residents.

I have lost my key, how can I get a replacement?

You need to report to the management immediately. The management will arrange for a duplicate against a cost charge of AED 100.

I need some maintenance in my accommodation, how can it be fixed?

You just need to fill in maintenance request and send it to Theresidences@mdx.ac.ae

Can I have Wi-Fi in my room?

Yes you can. You will need to purchase an access point and plug it into the R45 cable.

What if I lost some of my belongings?

The University doesn't take any responsibility for any lost or damage students' personal belongings. You may need to insure your belongings in advance as well as not keep any valuables not stored properly in a locked and secure place.

Disclaimer

The University has attempted to ensure that the information contained in this booklet is accurate and up to date at the time of publishing, but cannot be liable for any errors, changes since compilation or omission and for any loss, direct or consequential arising in connection with the information in this publication. The University reserves the right to change the information included herein at any point and without notice in response to changing circumstances.

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